

MCCCD Account Self Service Password Reset

Password Reset Process



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Information
Technology Services

Faculty, staff and students at MCCCDC can initiate the password reset process via [IDME](#). Follow these steps to complete the reset process.

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

1. Enter your email address in the *Email or Username* textbox. Format - MEID@maricopa.edu
2. Type the Captcha code as displayed. Code is case sensitive.
3. Click **Next** to continue or **Cancel** to terminate the password reset process.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

We've sent an email message containing a verification code to your inbox.

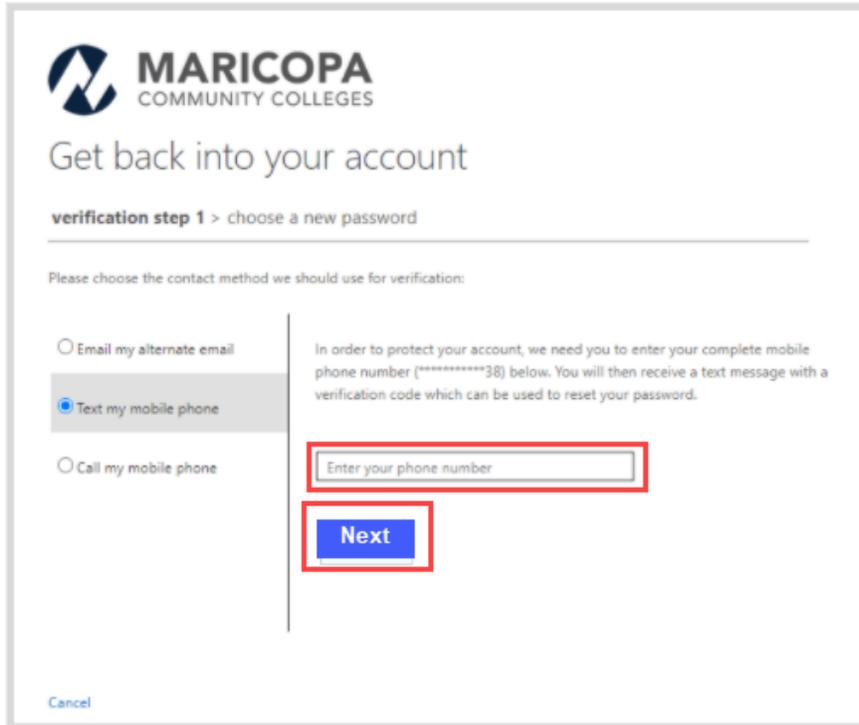
Are you having a problem?
Not seeing the email?
Please allow a minute or two for the email to reach your inbox.
If you are still unable to see it, check your junk folder.

Alternatively, you can:
[Try again](#)
[Contact your administrator](#)

1. Enter the verification code.
2. Click **Next** to continue.

Option B (Skip this step if you received the verification code via email.)

To verify via text message



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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

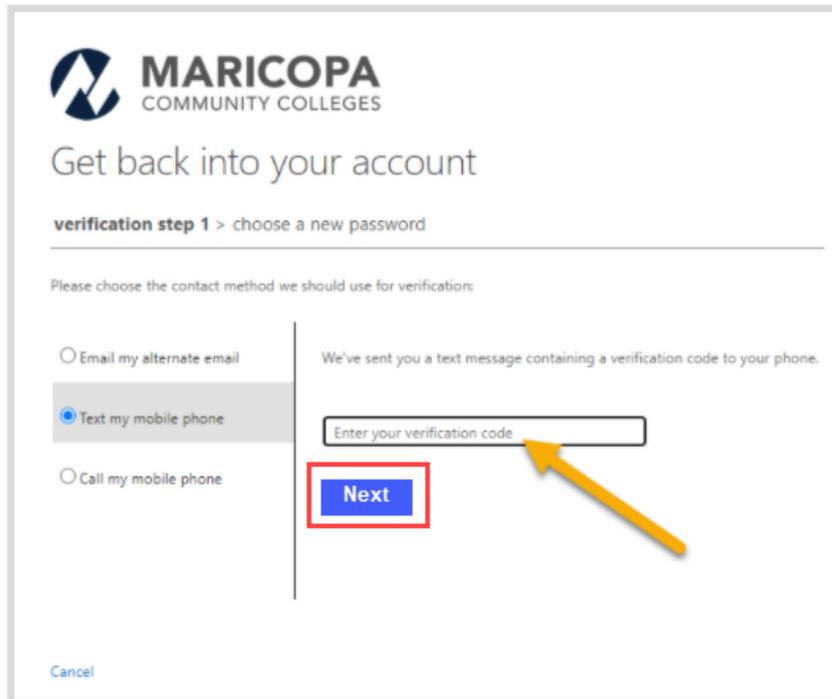
In order to protect your account, we need you to enter your complete mobile phone number (*****38) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Next

Cancel

1. Enter your complete phone number. Use the following format 1xxxxxxxxx (no hyphens or parentheses).
2. Click **Next**.



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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

Cancel

1. Enter the verification code you were sent via text message.
2. Click **Next**.

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

strong

* Confirm new password:

Finish Cancel

1. Type the new password.
2. Confirm the new password.
3. Click **Finish**.

Password Requirements for Students and Employees

All of these requirements must be met:

1. Must be at least **12 characters long**, with a maximum length of 24 characters.
2. Must contain character types from **3 of the 4** categories:
 - o Uppercase (A, B, C, ...)
 - o Lowercase (a, b, c, ...)
 - o Numerals (0 through 9)
 - o Special characters, such as ~ ` ! @ # \$ % ^ & * - + = \ | { } ()
3. Must not contain the user's account name, first/middle/last name, number substitutions (i.e., 3 for E), sequential (e.g., 123, abc) or repeating characters, commonly used words, or MEID.
4. The previous **10 passwords** may not be reused.
5. Passwords entered incorrectly 10 consecutive times or more shall be locked out for 15 minutes.

Get back into your account

✓ Your password has been reset

This message confirms that your password was reset successfully.